

Customer Service Report for ALW



for Wednesday, September 1, 2004 to Thursday, September 30, 2004

| | Created | | | | Assigned/Pending/ Checked Out | | | Closed | | | Average Minutes to Close |
|-------------------------|---------|-----|-----|-------|----------------------------------|-----|-------|--------|-----|-------|--------------------------------|
| | DCS | ALW | Web | Other | DCS | ALW | Other | DCS | ALW | Other | |
| Accounts | | | | | | | | | | | |
| Access/Login | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 5 |
| Deactivate/Close | 0 | 0 | 0 | 4 | 0 | 0 | 0 | 4 | 0 | 0 | 1 |
| Password Reset | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 15 |
| Register/Open | 0 | 0 | 0 | 5 | 0 | 0 | 0 | 5 | 0 | 0 | 10 |
| Application Support | | | | | | | | | | | |
| Specialized Application | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Local LAN | | | | | | | | | | | |
| LocalLAN/Connectivity | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 10 |
| NIH Services | | | | | | | | | | | |
| Other | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 7 |
| Grand Total: | 4 | 0 | 0 | 11 | 0 | 0 | 0 | 9 | 5 | 1 | 7 |

| | |
|---------------------------------------------|----|
| Total Tickets Closed: | 15 |
| Total Tickets Assigned/Pending/Checked Out: | 0 |
| Total Tickets Created: | 15 |